

NSF EXTERNAL COLLABORATION PORTAL: HOW TO CHANGE OR RESET YOUR PASSWORD



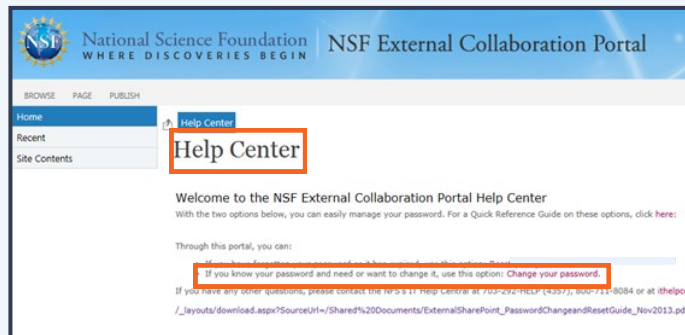
Quick Reference Guide

The NSF External Collaboration Portal is a secure website that lets NSF staff and external community members collaborate in a secure environment. This tip sheet outlines the steps to take if you need to change or reset your password. If you know your current password and would like to change it, follow the steps in **SECTION 1: HOW TO CHANGE YOUR PASSWORD**. If you have forgotten your current password, follow the steps in **SECTION 2: HOW TO RESET YOUR PASSWORD**.

SECTION 1: HOW TO CHANGE YOUR PASSWORD

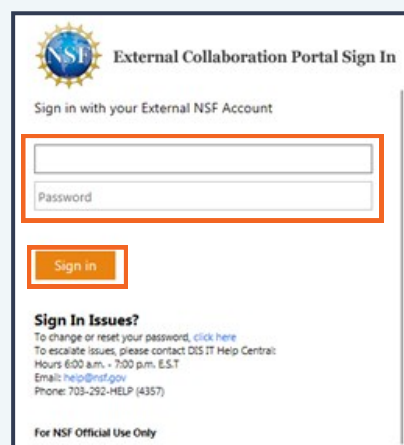
STEP ONE: START THE PASSWORD CHANGE PROCESS

1. Go to <https://help.extsharepoint.nsf.gov>, **Help Center** for the NSF External Collaboration Portal.
2. Click the option to **Change your password**. Then proceed to Step Two to login using your current password.



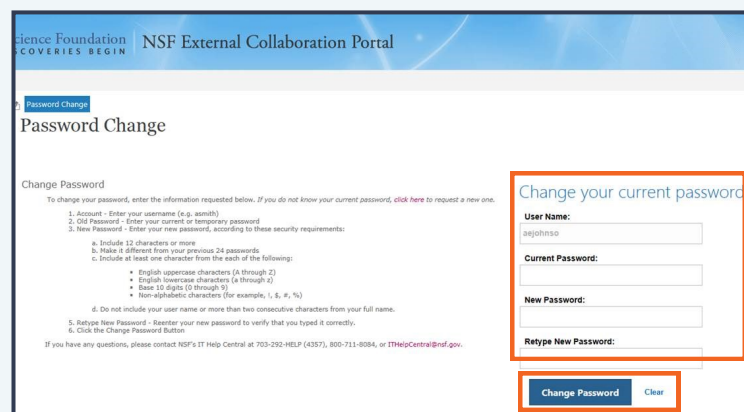
STEP TWO: LOG IN WITH YOUR USER NAME AND CURRENT PASSWORD

1. On the login page, enter your **User Name** and current **Password**.
2. Click the **Sign In** button.

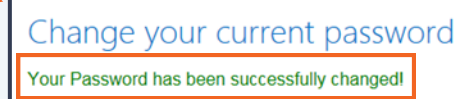


STEP THREE: CREATE A NEW PASSWORD

1. On the **Password Change** page, verify that your username in the **User Name** field is correct.
2. Enter your current password in the **Current Password** field.
3. Create a new password and enter it in the **New Password** field. *Note: Your new password must adhere to the requirements listed on the page.*
4. Re-enter your new password in the **Retype New Password** field. *Note: When you re-enter your new password it must match the new password you previously entered.* If you decide not to change your password, click **Clear**.
5. Otherwise, click **Change Password**. If you have successfully changed your password, you will see this message appear: **Your Password has been successfully changed!**



If you see any **error messages**, take the action indicated.



SECTION 2: HOW TO RESET YOUR PASSWORD

STEP ONE: START THE PASSWORD RESET PROCESS

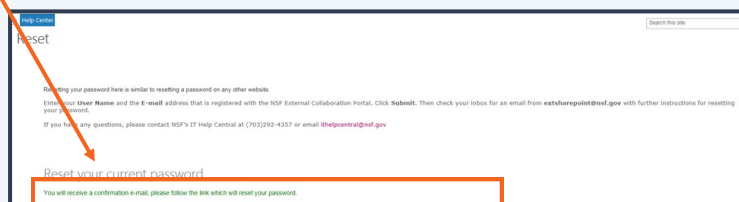
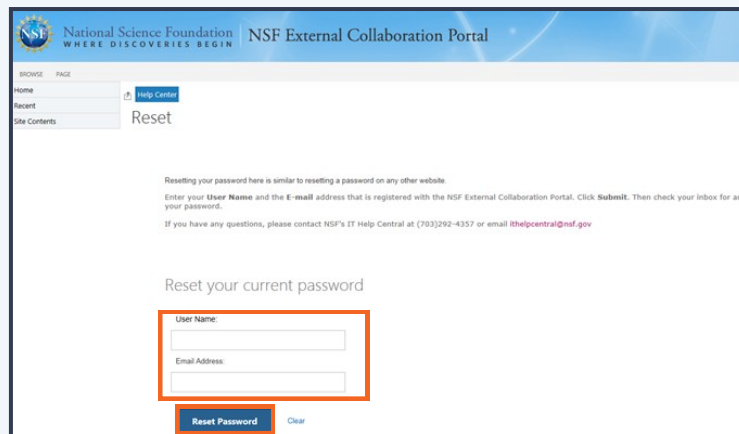
1. Go to <https://help.extsharepoint.nsf.gov>, the **Help Center** for the NSF External Collaboration Portal.
2. Click the option to **Reset your password**.



STEP TWO: SUBMIT A PASSWORD RESET REQUEST

1. On the **Reset page**, enter your **User Name** and the **E-mail** address registered with your User Name.
2. Then click **Reset Password**. If you have successfully initiated the reset process, you will see the following message: **You will receive a confirmation email, please follow the link which will reset your password**. You can now close this window.

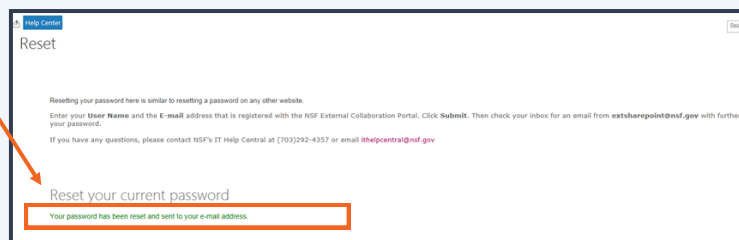
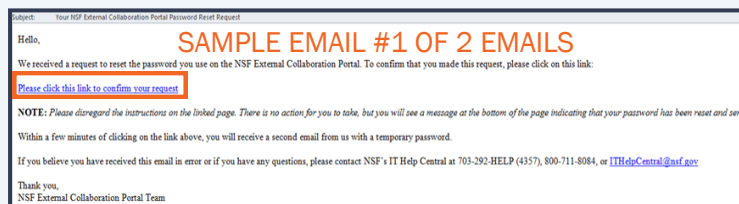
Note: Depending on your email settings, it may take several minutes for you to receive the email. Please be patient and do not repeat the steps to request a password reset as multiple requests may lock your account.



STEP THREE: CONFIRM YOUR PASSWORD RESET REQUEST

1. Open the first email from extsharepoint@nsf.gov and click the **URL link in the email** to confirm your request.
Note: This is the **first of two emails you will receive**.
2. The link will return you to the **Reset page** where this message will appear at the bottom:
Your password has been reset and sent to your e-mail address.
The password in this second email is your temporary password, which you will change in Step Four.
3. You can now close this window.

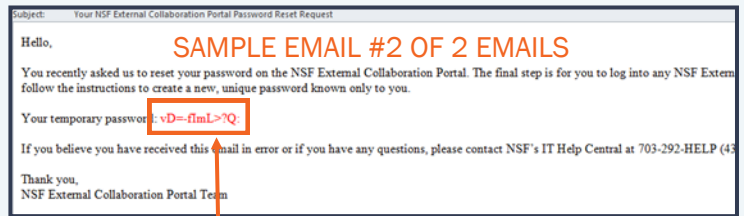
Note: To ensure you receive these important emails, check your junk or spam email folder. If needed, add extsharepoint@nsf.gov to your "trusted" or "safe senders" email list.



SECTION 2: HOW TO RESET YOUR PASSWORD, CONTINUED

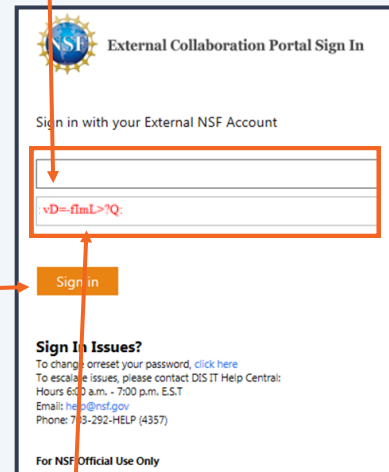
STEP FOUR: RECEIVE YOUR TEMPORARY PASSWORD

1. Open the second email from extsharepoint@nsf.gov and find your **temporary password**.
2. Adjust your page so you can have both the email and a browser window open at the same time so that you can type the temporary password in the correct field in Step Five.



STEP FIVE: LOG IN TO THE NSF EXTERNAL COLLABORATION SITE WITH YOUR TEMPORARY PASSWORD

1. Navigate to any NSF External Collaboration Portal. On the login page, enter your **User Name** and then enter the **temporary password** from the second email. Note: Do not copy and paste.
2. Click the **Sign In** button.



STEP SIX: CHANGE YOUR TEMPORARY PASSWORD

1. On the next page, enter the **temporary password** in the **Old password** field.
2. Create a new password and enter it in the **New password** field.
Note: Your new password must adhere to the requirements listed on the page.
3. Reenter your new password in the **Confirm new password** field.
4. Then click **Submit**. If the change password function worked, you will be redirected automatically to the **login page**.
5. Re-login by entering your new password and click **Sign In**.

Update Password

You must update your password because your password has expired.

Username: []

Old password: **vD=-fImL>?Q:**

New password: []

Confirm new password: []

Submit **Cancel**

New Password - Enter your new password, according to these security requirements:

1. Include 12 characters or more
2. Make it different from your previous 24 passwords
3. Include at least one character from each of the following:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)
4. Do not include your user name or more than two consecutive characters from your full name.

NOTE: If there were any problems with the change password function, you will see one of these error messages:

- **The passwords you entered do not match.**

What you entered in the New Password and Confirm New Password fields didn't match. Please enter both again and click **Submit**.

- **Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.**

Review the password requirements, create and enter a password that meets the requirements, re-enter it to confirm, and click **Submit**.

FREQUENTLY ASKED QUESTIONS

Q: When I click “Change Password” the page just refreshes. Did this work correctly?

A: Although it may seem that the page simply did a refresh, it most likely did change the password. Look for **green confirmation text**.

Change your current password

Your Password has been successfully changed!

Q: How often do I have to change my password?

A: Passwords expire every 60 days. We recommend you change your password prior to its expiration. If your password has expired but you remember it, you can login as normal and you will be prompted to change your password. If your password has expired but you do not remember it, follow the steps in this guide to reset your password.

Q: I never received a password reset email. What happened?

A: Depending on your email settings, it may take several minutes to receive an email. Additionally, please be sure to check your junk/spam email folder and, if needed, add extsharepoint@nsf.gov to your “trusted” or “safe senders” email list. Please be patient and do not submit multiple simultaneous password resets, as this may lock your account.

Q: Can I copy/paste the temporary password from the email to the SharePoint site?

A: You can, but it can be problematic depending on how the text is highlighted. The copy function sometimes captures additional unwanted attributes, mainly blank spaces, and the password will not be accepted. If you do copy and paste the password, ensure there are no leading or trailing spaces when the password is highlighted and copied.

Q: I changed my password and saw the confirmation. Why is it still not working?

A: When you are resetting your password, it is important to ensure that you are not connected to multiple external SharePoint windows or sessions, as they may conflict with resetting your password. Also, it may take time for the servers to process your request. Wait a few minutes and then try logging in.

If you have any questions or feedback about the password change and reset processes,
please contact NSF's IT Help Central
at 703-292-357, 1-800-711-8084 or ITHelpCentral@nsf.gov.